

<b>DEPARTMENTAL REGULATION</b>		Number: 3040-002
SUBJECT: Call Detail Records	DATE: August 8, 1995	
	OPI: Office of Information Resources Management, Information Management Division	

## 1 PURPOSE

This regulation establishes policies and assigns responsibility for the management and use of Call Detail Records (CDRs).

## 2 SPECIAL INSTRUCTIONS

This is a revision of DR 3040-2 and cancels DR 3040-2 dated August 10, 1995.

## 3 BACKGROUND

a The Department of Agriculture (USDA) has established a system of records for call detail reports entitled "USDA/OIRM-1, Telephone Call Detail Records".

b Categories of individuals covered by the system USDA employees and contractor personnel who make telephone calls, and individuals who receive telephone calls placed from or charged to agency telephones.

c Categories of records in the system

Records relating to the use of agency telephones; records indicating assignment of telephone numbers to employees; records relating to location of telephones; records relating to unauthorized use of telephones and personnel or administrative actions related to telephone abuse, excluding OIG investigative and audit reports.

## 4 REFERENCES

Source Publication Title/Subject

Congress 5 U.S.C. 552 Freedom of Information Act

GSA FIRMR Bulletin C-13 Management of Long Distance Telephone Service

OMB Federal Register Privacy Act, Vol. 52, No. 12990, 4/20/87, System of Records Notice

National Archives Federal Register Privacy Act, Vol. 58, No. 137, 7/20/93, System of Records Notice

## 5 POLICY

a Call detail records, both local and long distance, can be used for usage verification, billing reconciliation, network management and to monitor telephone usage to determine use and/or abuse of Government telephone systems.

b Call detail records and data may be disclosed as is necessary in accordance with the Freedom of Information Act (FOIA) and the Privacy Act System of Records Notice:

(1) To Members of Congress to respond to inquiries made on behalf of individual constituents that are record subjects;

(2) To representatives of the General Services Administration or the National Archives and Records Administration who are conducting records management inspections under the authority of 44 U.S.C. 2904 and 2906;

(3) In response to a request for discovery or for the appearance of a witness, to the extent that what is disclosed is relevant to the subject matter involved in a pending judicial or administrative proceeding;

(4) In a proceeding before a court or adjudicative body to the extent that they are relevant and

necessary to the proceeding;

(5) In the event that material in this system indicates a violation of law, whether civil or criminal in nature, and whether arising by general statute or by regulation, rule or order issued pursuant thereto, the relevant records may be disclosed to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order, issued pursuant thereto;

(6) To employees of the agency to determine their individual responsibility for telephone calls and to resolve any disputes and facilitate the verification of discrepancies relating to billing, payment, or reconciliation of telephone operational or accountability records;

(7) To a company providing telecommunications consulting or other services to the Government.

c Disclosures may be made from this system to "consumer reporting agencies" as defined in the Fair Credit Reporting Act 15 U.S.C. 1681a(f) and the Federal Claims Collection Act of 1966, 31 U.S.C. 3701(a)(3).

d Requests for call detail records under the FOIA will be directed to the System Manager of Records for that agency as defined in the Privacy Act System of Records Notice.

e Applicable costs associated with obtaining CDRs (Call Detail Records) under the FOIA requests are based on the current processing rates for the IBM mainframe in the National Computer Center (NCC) in Kansas City and the current personnel rates. The processing time and personnel time required to accomplish the search will be multiplied by the rates to produce the total FOIA cost.

## 6 RESPONSIBILITIES

a Office of Information Resources Management will:

- (1) Maintain the USDA call detail records for Departmentwide common user services; and
- (2) Provide reports of FTS2000 call detail records to agency System Managers of Records established in the Privacy Act System of Records Notice, or their authorized designees.

b Agencies will:

- (1) Establish a call detail program to help control all telecommunications costs, including local, long distance, commercial and international. This program should provide for the following:
  - (a) reviewing all CDR's for accuracy
  - (b) verifying costs and usage
  - (c) resolving discrepancies with vendors
  - (d) disconnecting unused service
  - (e) terminating leases on unused equipment
  - (f) deterring or detecting possible misuses of long distance services
  - (g) using the most cost-effective service
- (2) Identify and maintain the agency System Manager and Address established in the Privacy Act System of Records Notice; and
- (3) Ensure call detail records are safeguarded in accordance with the provisions of the Privacy Act and used in accordance with the Privacy Act System of Records Notice and this directive.

c Employees will: Control records in their possession in such a way that ensures compliance with the Privacy Act System of Records Notice and this directive.

## 7 DEFINITION

Call Detail Record (CDR). Call detail records contain data by individual telephone number, dates, times, numbers called, and length of calls. When a telephone number can be tied to a single employee, these records are as sensitive as any other personnel records. CDR's are an asset in managing long distance telephone costs and aid in the planning for future agency telecommunications needs.

## 8 DISPOSAL AUTHORITY FOR CALL DETAIL RECORDS

The National Archives and Records Service issued under Job Number N1-16-93-2, approved May 20, 1994, the following disposition for Call Detail Records.

### a Call Detail Summaries

Master tapes of all call detail summaries for telephone calls, electronic mail services and facsimile machines. Summaries include dates, times, number called from, length and cost of call and numbers called.

Temporary. Destroy upon termination of Contract with Telecommunications Service.

### b Summary Printout

Printout from master tapes provided to agencies of the Department of Agriculture for verifying appropriate use of government equipment.

Temporary. Destroy when three years old or when no longer needed, whichever is sooner.

### c Supervisor's File

Materials generated as a result of the documentation of employee misuse of telecommunications equipment. Includes copies of printouts and related notes.

Temporary. Destroy when three years old or when no longer needed, whichever is sooner.

NOTE: Records for those numbers associated with e-mail transmissions may be deleted or destroyed if the agency has ensured that the transmissions data that is necessary for the intelligibility of the e-mail records is preserved elsewhere.

Signed by:

JOHN L. OKAY

END